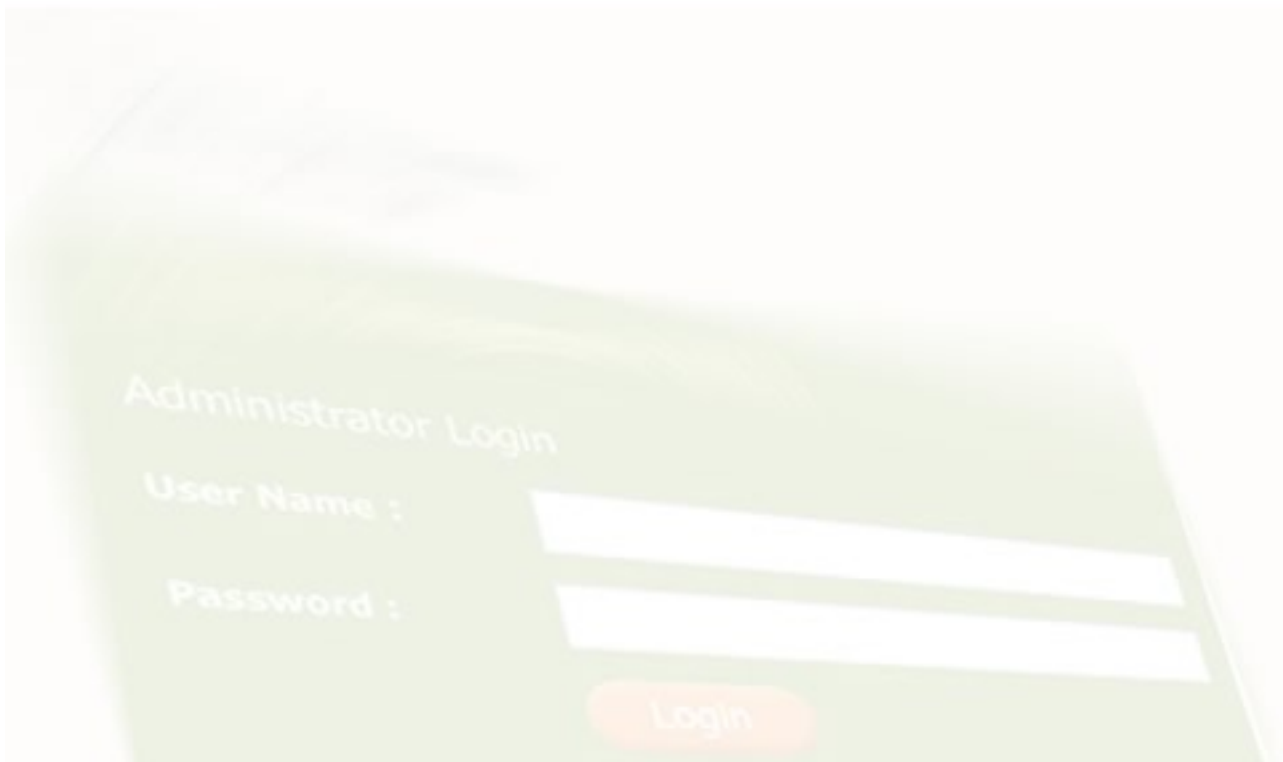


## Managing Your Online Store

### Hosted Ecommerce Service General Help Document

The section discussed in this manual is available on all stores by default under all hosting plans of hosted e-Commerce service as available at [ecommercehosted.com](http://ecommercehosted.com)

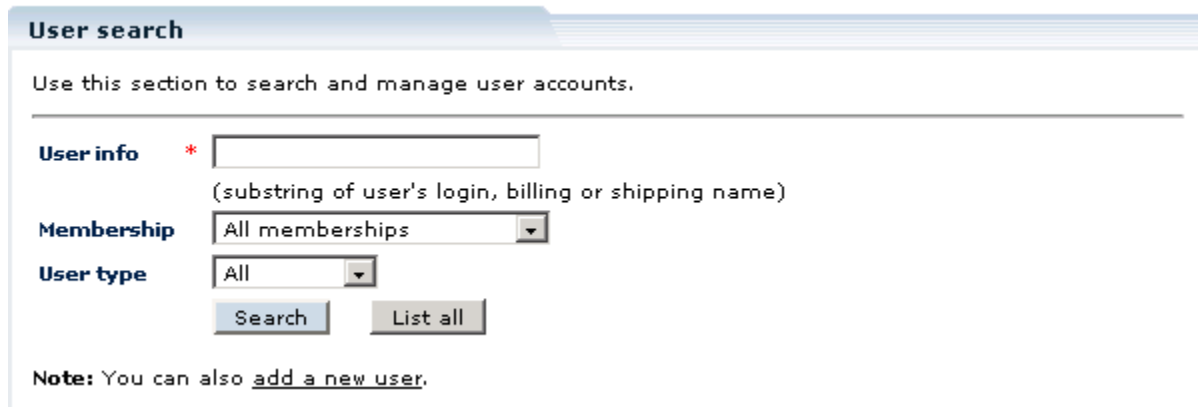


## 1. Managing Users

For each registered user (customer, administrator or partner) of your online store a user account with full user details is created in the store database. Using the 'Users' section of the 'Management' menu, the store administrator can search for user accounts, review and modify user account information, import user account lists, create and delete accounts. This part of the manual provides details on performing these operations.

### Locating User Accounts


Selecting the 'Users' section from the 'Management' menu opens the 'User search' form  
Admin menu :: Users



#### User search form

You can search for user accounts that meet your search criteria. The following search parameters are available:

- **User info** - a text field where a substring of user's account name (e-mail address), billing or shipping name can be specified;
- **Membership** - a drop-down list of existing membership groups (select the 'All memberships' option if membership level doesn't matter, 'Pending membership' for the list of users who have requested a membership level change that has not been committed yet);
- **User type** - a drop-down list of existing user types (can be 'Customer', 'Admin' or 'All' if no affiliate module is installed; select the 'All' option if user type doesn't matter)

 **Please Note:** Using the user search form without specifying any search options results in the full list of existing user accounts being displayed. The same result can be achieved by clicking on the 'List all' button.

When you have specified the search parameters, click on the 'Search' button to see the list of user accounts that match your search criteria. The list shows user logins (e-mail addresses), names of users (comprised of billing first name and last name) and the first and last time the user logged into the store.

After you have located the user account that you needed, you can review and modify user details, delete the account or see the user's order history.

Login

### User search

Use this section to search and manage user accounts.

---

**User info** \*   
(substring of user's login, billing or shipping name)

**Membership**

**User type**

**Note:** You can also [add a new user](#).

2 account(s) found

### Search results

Login	Username	First login	Last login
<input checked="" type="radio"/> <a href="#">jane.doe@example.com</a>	Jane Doe	02/18/2006 00:08	02/18/2006 00:26
<input type="radio"/> <a href="#">john.doe@example.com</a>	John Doe	02/18/2006 00:03	02/18/2006 17:48

## Creating a New User Account

While users can create new accounts using the Customer Zone, sometimes it is important to be able to create new user accounts administrative tools of the Administrator Zone.

To create a new user account, follow the instructions below:

- Select the 'Add new user' section from the 'Management' menu. The screen with 'Add new user' form will appear

Admin menu :: Add new user

### Add new user

Mandatory fields are marked with an asterisk (\*).

---

**E-mail & Password**

E-mail \*

Password \*

Confirm password \*

---

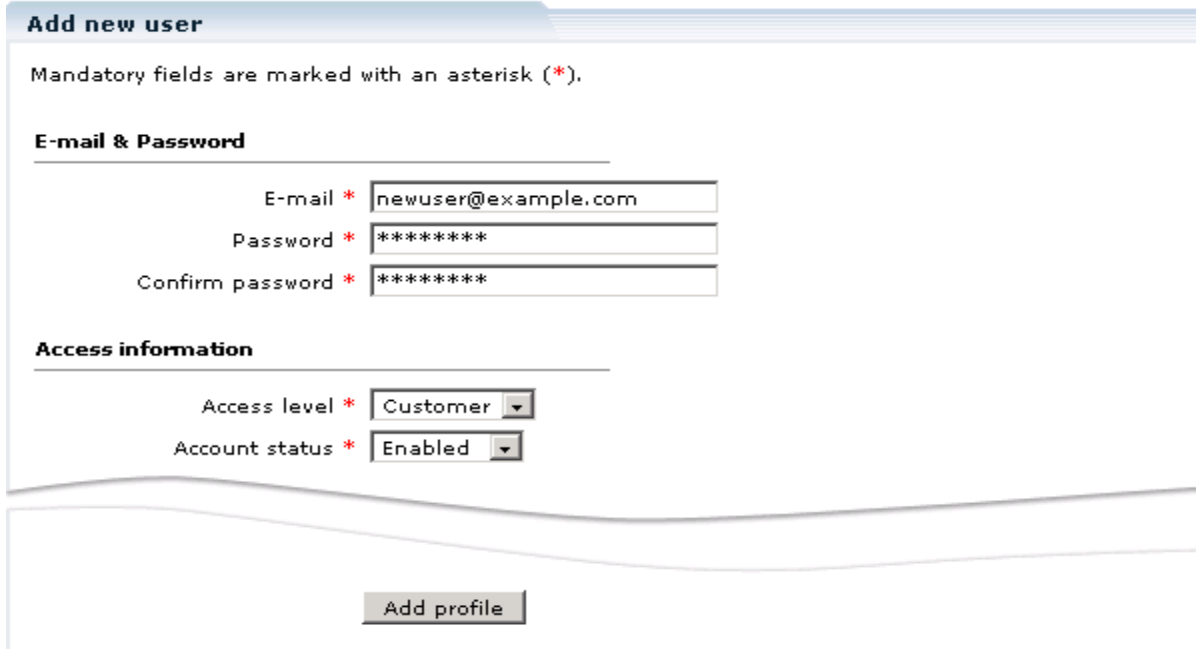
**Access information**

Access level \*

Account status \*

- Type the user profile data in the fields of the form, making sure that you fill all the mandatory fields (marked with red asterisks). The fields in the form are identical to the 'Edit profile' form

Admin menu :: Add new user



**Add new user**

Mandatory fields are marked with an asterisk (\*).

**E-mail & Password**

E-mail \*

Password \*

Confirm password \*

**Access information**

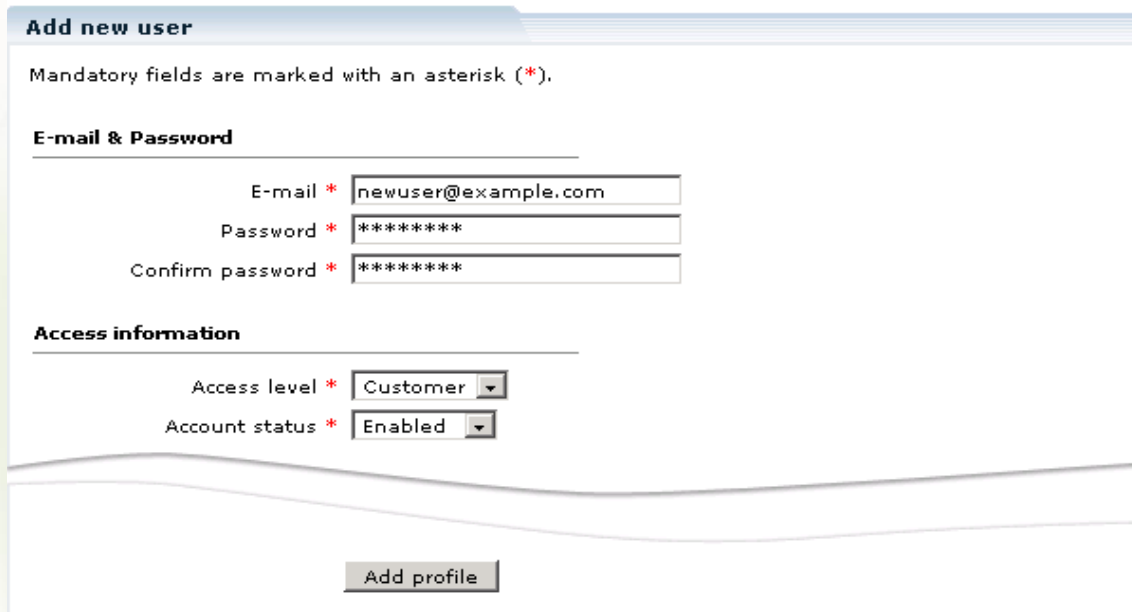
Access level \*

Account status \*

Add new user' screen

- Once you have completed the form, click on the 'Add profile' button.

Admin menu :: Add new user



**Add new user**

Mandatory fields are marked with an asterisk (\*).

**E-mail & Password**

E-mail \*

Password \*

Confirm password \*

**Access information**

Access level \*

Account status \*

Adding a new user account

## Modifying a User Account

In order to review and modify user account information, locate it using the 'User search' form and click on the user login name (e-mail address) in the list of search results. Alternatively, you can enable a radio button to the left from the user's e-mail address and click on the 'Modify' button underneath. The 'Modify profile' screen will appear

Admin menu :: Users :: Modify profile

### Modify profile

Mandatory fields are marked with an asterisk (\*).

---

#### E-mail & Password

E-mail \*  [▶ View orders history](#)

Password

Confirm password

---

#### Access information

Access level \*

Account status \*

Requested membership \*  [▶ Grant membership](#)

Granted membership \*

Referred by <http://www.example.com/store/cart.php?target=profile&mode=register>

---

#### Billing Address

Title

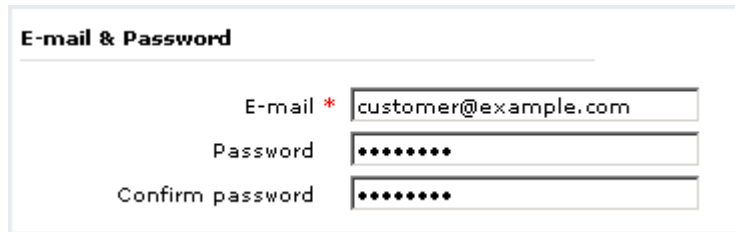
First Name \*

Last Name \*

### User profile screen

The user data is grouped into 'E-mail & Password', 'Access information', 'Billing Address' and 'Shipping address' data. When editing the user profile make sure that all fields marked with an asterisk are completed.

In the 'E-mail & Password' group the 'E-mail' field must contain a unique and valid e-mail address of a customer. The user's password is not displayed to the store administrator. If a user forgets a password and makes a request to change it, the store administrator can assign a new password to his account by typing the password in the 'Password' and 'Confirm password' fields.



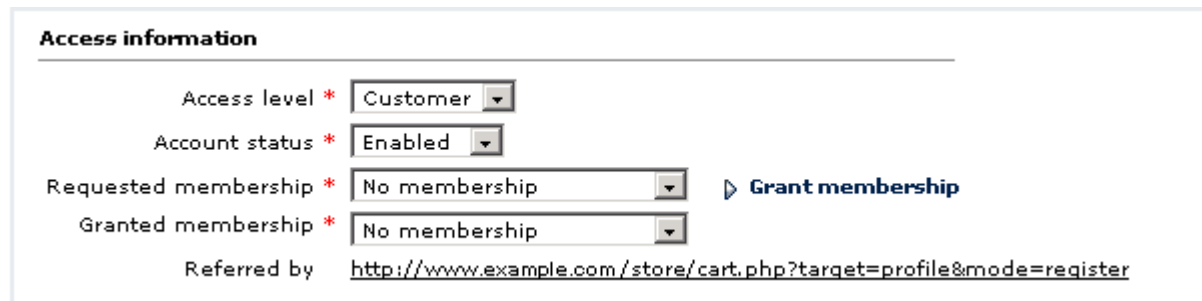
The 'E-mail & Password' section



**Please Note:** If you have an auto-completion feature turned on in your browser, your admin login may be erroneously entered on this page into the user e-mail field. To prevent this from happening you need to switch the auto-completion feature off.

In the 'Access information' group, the 'Access level' field specifies the user's account type

The 'Account status' field specifies whether a user account is enabled or disabled. If a user account is disabled, the user cannot log into the store, while his account data and order history remain in the database. The 'Requested membership' and 'Granted membership' fields contain the user's membership level information. If membership level specified in the 'Requested membership' field is different from the 'Granted membership' field, it means that a user has filled out a request for membership level change, which has not been approved yet. To approve the request, click on the 'Grant membership' link and the new membership level will be saved automatically (you do not need to click on the 'Update profile' button at the bottom of the form).



The 'Access Information' section

The 'Referred by' field is not editable; it provides the store administrator with the information on how the user account was created. If the URL specified in this field contains the 'cart.php' filename, it means that the account was created through the Customer Zone. If it contains the 'admin.php' filename, the account was added by the store administrator using the Administrator Zone. The **Affiliate System add-on module** also makes it possible to refer customers and partners from other websites.



The **'Billing Address'** and **'Shipping Address'** groups contain billing and shipping information including the name, telephone and fax numbers and full address of a user. You can leave all the shipping address fields empty - then all the information will be copied from billing address. If shipping address and billing address do not differ much, you do not have to enter all the information again. Click the **'Modify Shipping address'** link and then the **'Copy Billing Info'** button, and edit the copied information.

**Billing Address**

Title

First Name \*

Last Name \*

Company

Phone \*

Fax

Address \*

City \*

State \*

Country \*

Zip code \*

**Shipping Address (leave empty if same as billing address)**

Title

First Name \*

Last Name \*

Company

Phone \*

Fax

Address \*

City \*

State \*

Country \*

Zip code \*

The **'Billing Address'** and **'Shipping Address'** sections



**Please Note:** Additional options can be added to user profiles by other add on modules installed. This example is for simple installation with no add on modules.

Once you are done making changes to the user profile, click on the 'Update profile' button to save your changes. You will see a message informing that the profile has been updated successful.

Admin menu :: Users :: Modify profile

### Modify profile

Mandatory fields are marked with an asterisk (\*).  
>> **Profile has been updated successfully** <<

---

#### E-mail & Password

E-mail \*  [▶ View orders history](#)

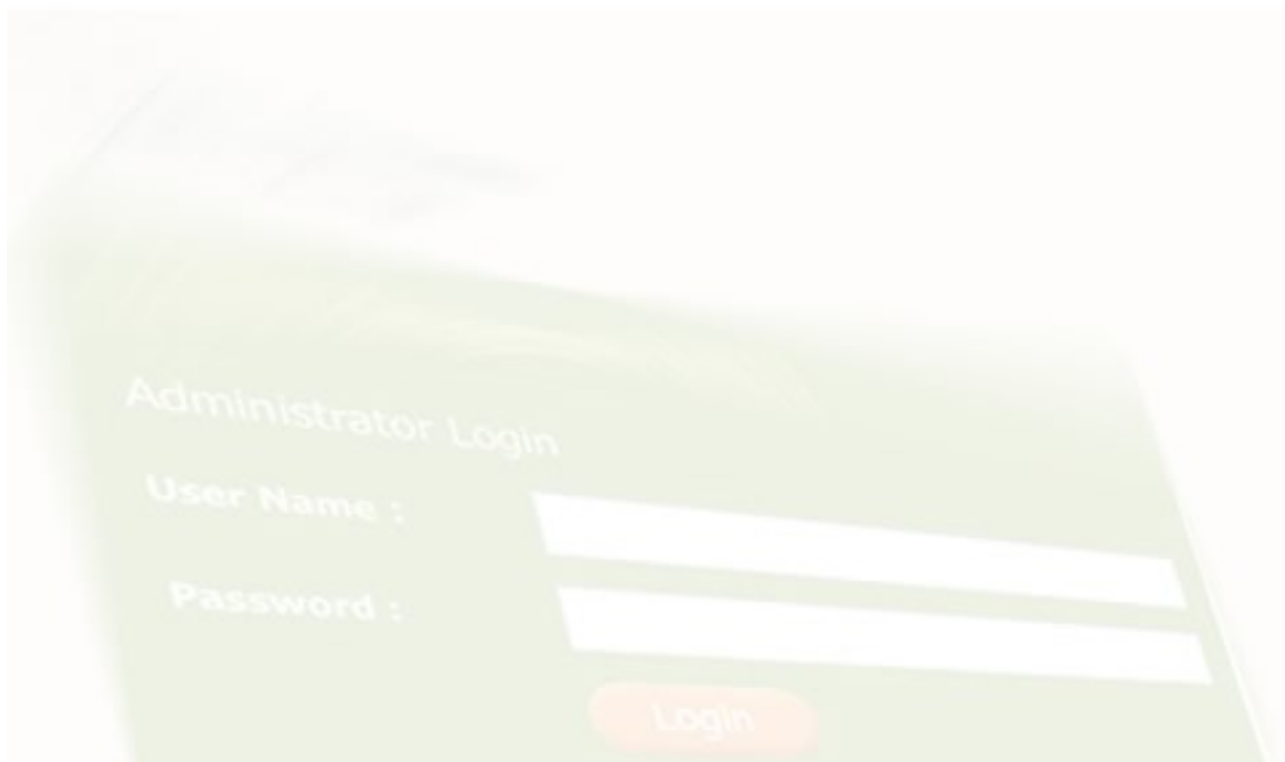
User profile updated

### Deleting a User Account

To delete a user account, locate it using the 'User search' form enable the radio button to the left from the user's e-mail address and click on the 'Delete' button underneath.



**Please Note:** If you want to disable a user account without removing the user's profile data from the store database, you can change the account status from 'Enabled' to 'Disabled' using the 'Modify profile' screen.



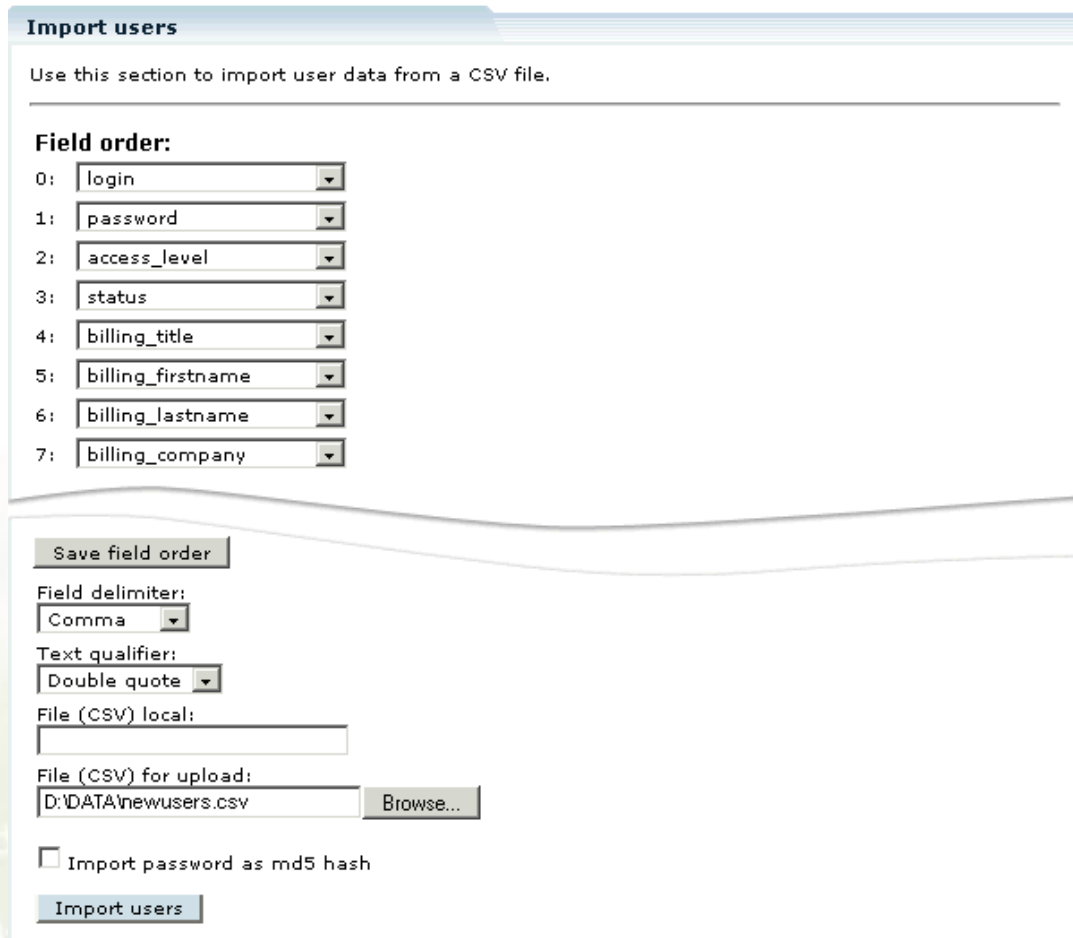
## 2. Importing User Accounts from a CSV File

While it is possible to add new user accounts manually as discussed in section 1, sometimes it is helpful to be able to import a number of accounts at once and this is where CSV import feature comes in handy.

To import user accounts from a CSV file, follow the instructions provided below:

1. Select the 'Import users' section from the 'Management' menu.
2. Specify the order of fields (user profile parameters) as they appear in the CSV file to be imported. The remaining fields must be set to 'NULL'. Once you have specified the correct order, you can click on the 'Save field order' button to make the shop remember it. If you have previously saved the order of data fields in the 'Import users' form, correctly ordered fields will appear automatically.
3. Select the delimiter and the text qualifier that are used in the CSV file.

Admin menu :: Import users



**Import users**

Use this section to import user data from a CSV file.

**Field order:**

0: login

1: password

2: access\_level

3: status

4: billing\_title

5: billing\_firstname

6: billing\_lastname

7: billing\_company

Save field order

Field delimiter:  
Comma

Text qualifier:  
Double quote

File (CSV) local:  
[Empty field]

File (CSV) for upload:  
D:\DATA\newusers.csv [Browse...]

Import password as md5 hash

Import users

4. Specify the CSV file for import. If the file is located on the server, enter its location in the 'File (CSV) local' field. If the CSV file is located on your local computer, click on the 'Browse...' button next to the 'File (CSV) for upload' field to locate the file.
5. Select the 'Import password as md5 hash' check box to import password hashes instead of unencrypted passwords. This might be useful when importing users from another store.
6. Click on the 'Import users' button to import user profile data from the specified CSV file. Depending on amount of data in the file, the import process can take up to several minutes.

Once the import process is completed, the imported user profiles immediately become available to the store administrator in the 'Users' section.

### 3. Managing Orders

Every order placed at your online store goes through a life cycle comprised of several order status stages.

When a shopper places an item into his shopping cart, a *Temporary* order is created to accommodate the contents of his cart. Orders with the *Temporary* status do not appear in the Administrator zone in the order list. Temporary orders are stored for the default period of 2 hours or until the shopper quits his browser application (whichever comes first), and if their status does not change during that period, they expire from the database. Keeping shopping cart contents for a certain period of time allows store customers to return to the store during the day and complete their orders without having to repeat product selection process again.

During the checkout process the order acquires an 'Incomplete' status after the shopper selects shipment and payment methods and provides the corresponding information. Typically an order remains in this status until a customer presses the 'Submit order' button, at which time an order using an offline payment method is assigned the 'Queued' status and the invoice is displayed to the customer. Orders using interactive payment methods remain in *Incomplete* status while being processed by the payment gateway and then acquire an order status according to results received from the payment gateway (either *Processed* for successful transactions or *Failed* for unsuccessful ones).

*Queued* orders are the orders that require attention from the store administrator. These can be the orders using offline shipping methods or the orders found to be suspicious by the fraud protection service. Once the order details are reviewed by the administrator, and the necessary actions are taken, the administrator would typically change the order status to either *Processed* or *Declined*.

*Declined* orders are essentially the same as the orders with the *Failed* status. Similarly they do not affect stock amounts, do not take up gift certificates, bonus points or discount coupons and are kept in the order database for book-keeping purposes. While *Failed* status results from payment processors rejecting the payment, *Declined* status can be set by the store administrator for a number of reasons.

*Complete* orders are the orders that have been paid for and shipped out and thus do not require further attention. System treats such orders just like the *Processed* orders, except for that they do not appear in the list of recent orders available in the 'Orders' section of the 'Management' menu.




**Please Note:** Failed' orders remain in the database for book-keeping records. They do not affect stock amounts (feature introduced by the Inventory Tracking module), neither do they take up gift certificates (introduced by the **Gift Certificates** module), bonus points or discount coupons (introduced by the **Promotion Tools** module).

The main and most frequent operations performed by the store administrator are related to order management. These include:

- watching and processing newly placed orders,
- examining orders that require special attention,
- exporting order data into financial or accounting software, and more.

This section provides comprehensive details on how to manage orders placed at your online store.

 **Note:** Advanced order management functionality can be implemented at your online store by introducing the AOM add-on module. It enables editing and cloning of orders, direct order creation from the Administrator Zone, and can be used to fine-tune order life cycles in order to match your store's order management procedures. **This is an Add On Optional Module available at one time fee of US \$125.00 only.**

### Locating Orders and Reviewing Order Details

The details about the orders placed by your store customers are located in the 'Orders' section of the 'Management' menu

Admin menu :: Search orders

#### Search orders

Order id:  -

E-mail:

Order status:

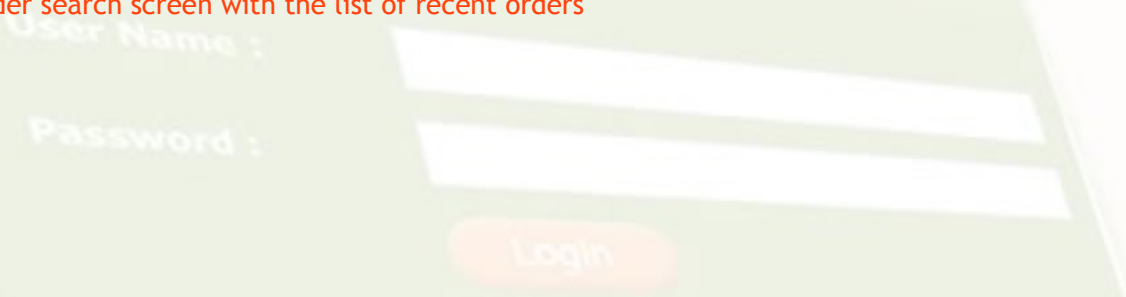
Order date from:

Order date through:

#### Recent orders

Order #	Status	Date	Customer	Total	
<a href="#">23</a>	Queued	03/20/2006 03:53	Ms. Jane Doe (jane@example.com)	\$ 51.99	<a href="#">details</a> >>
<a href="#">22</a>	Processed	03/20/2006 03:05	Ms. Jane Doe (jane@example.com)	\$ 165.00	<a href="#">details</a> >>
<a href="#">20</a>	Queued	03/18/2006 04:28	Mr. John Doe (john@example.com)	\$ 96.04	<a href="#">details</a> >>

Order search screen with the list of recent orders



When you access this section, a list of the most recent orders is displayed along with the 'Search orders' form. The list contains a number of most recently placed orders (the number is defined by the 'Amount of orders in the recent orders list' parameter in the 'General settings' section) with the 'Queued' and 'Processed' statuses.

You can use the order search form to see a list of orders that meet other criteria. The following search options are available:

- **Order id** - to specify the range of order id's to be displayed, using two data entry fields;
- **E-mail** - to specify exact or partial e-mail address of a customer whose orders you are interested in;
- **Order status** - to narrow order search to orders with a particular status;
- **Order date from** and **Order date to** - to specify the range of order placement dates.

After you have specified the search options, click on the 'Search' button to see the list of orders that match your criteria.

To see the details of a particular order in the list, click on the corresponding 'details>>' link. The order details page contains all the information pertaining to the order and can be used to print the invoice (by clicking on the 'Print invoice' link located in the lower part of the screen).

Admin menu :: Search orders :: Order details

**Order # 23**

<b>Order id</b>	#23
<b>Order date</b>	03/20/2006 03:53
<b>Order Status</b>	Queued
<b>E-mail</b>	jane@example.com

---

**Billing Info**

Name	Ms. Jane Doe
Phone	555-555-5555

---

**Payment method** COD

Delivery	National shipping
Subtotal	\$ 39.99
Shipping cost	\$ 10.00
Tax	\$ 2.00
<b>Total</b>	<b>\$ 51.99</b>

[▶ Print invoice](#)

Status:   
Notes:

Sample Order Detail Page.

Login

## Editing Orders

The basic installation of limited order editing capabilities. From the details page of a particular order you can change its status and add notes to the order details. Orders that have been processed typically need to be assigned the 'Processed' or 'Complete' status, while orders that could not be completed need to be assigned the 'Declined' or 'Failed' status depending on your store's order management workflow. Once you have specified the new order status and added the necessary notes, click on the 'Submit' button at the bottom of the screen to save your changes.

Once the status of an order changes, automatically generated e-mail notifications are sent to the customer and sales department.

Admin menu :: Search orders :: Order details

**Order # 23**

<b>Order id</b>	#23
<b>Order date</b>	03/20/2006 03:53
<b>Order Status</b>	Queued
<b>E-mail</b>	jane@example.com

---

**Billing Info**

Name	Ms. Jane Doe
Phone	555-555-5555

---

**Payment method** COD

Delivery	National shipping
Subtotal	\$ 39.99
Shipping cost	\$ 10.00
Tax	\$ 2.00
<b>Total</b>	<b>\$ 51.99</b>

▶ **Print invoice**

Status:   
Notes:

Changing order status

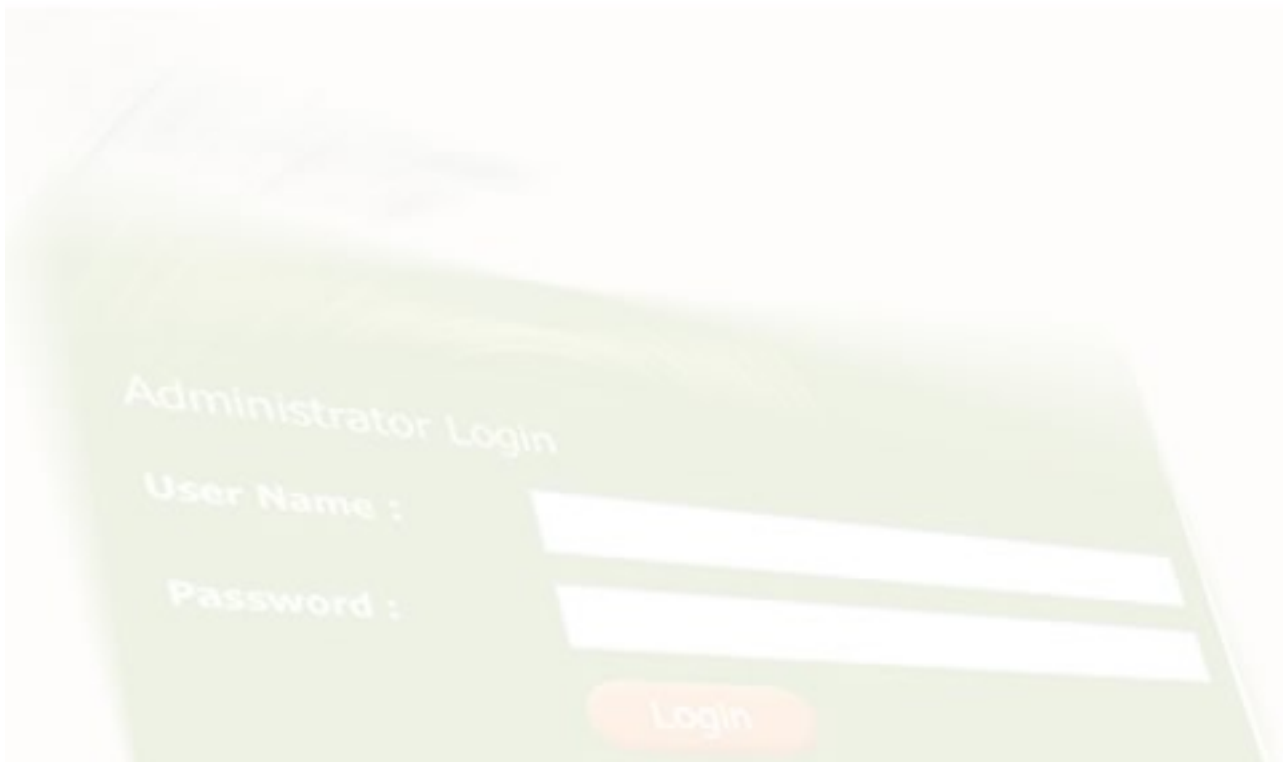
Password :

Login

## Exporting Orders

If your store utilizes third-party financial or accounting software that uses order details information, you need to use order export component of your store. This feature makes it possible to export order details into 'Microsoft Excel XP / XML' format (support for additional export formats is introduced by the **Accounting Package add-on module**) using the following procedure:

1. Select the '**Orders**' section from the '**Management**' menu.
2. In the '**Search orders**' form specify the criteria for the orders to be exported.
3. Select the desired export format from the list of formats available in the '- select export format -' drop-down list.
4. Click on the '**Export to**' button and save the resulting file on your local computer.



## 4. Managing Product Catalog

Before your store can start its operation, you need to add products to the product catalog. Depending on your store specialization, you might want to arrange the products in your online catalog depending on their purpose, brands or other properties. To achieve this, you first need to define a set of **product categories**, and then place products in the appropriate categories. A product category would typically contain a number of subcategories (which, in turn, can contain subcategories of their own) and products. All categories defined within your online store constitute the **catalog tree** of the store. If category 'B' is a subcategory of 'A', 'A' is called a **parent category** of 'B'. Each category is identified by its name and location within the catalog tree, and has a number of editable parameters, including its description, presentation icon and more. Within the admin interface, the parent category of top-level categories is named '[Root level]'; it cannot be edited or modified.

The first several sections in this part of documentation describe how to set up the product catalog tree, and navigate, modify, create and delete product categories.

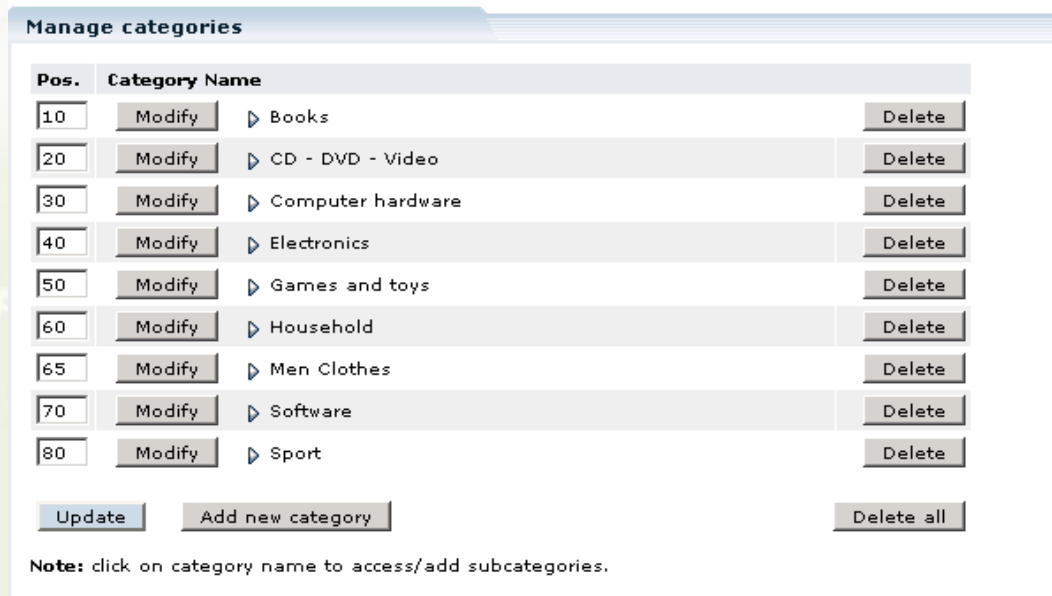
After you have defined the structure of the catalog of your store, you can start adding products to the store database. This manual provides the detailed instructions on managing product information, including:

- modifying, creating, cloning and deleting individual products;
- exporting/importing product catalog data;
- defining, exporting and importing extra fields;
- updating pricing information.

### Reviewing the Catalog Tree

To navigate the catalog tree, open the 'Categories' section of the 'Catalog' menu. The list of defined root-level categories will appear

Admin menu :: Categories



Pos.	Category Name	Modify	Delete
10	Books	Modify	Delete
20	CD - DVD - Video	Modify	Delete
30	Computer hardware	Modify	Delete
40	Electronics	Modify	Delete
50	Games and toys	Modify	Delete
60	Household	Modify	Delete
65	Men Clothes	Modify	Delete
70	Software	Modify	Delete
80	Sport	Modify	Delete

Update   Add new category   Delete all

**Note:** click on category name to access/add subcategories.


A list of root-level categories

Login

To see the details of a specific category and a list of its subcategories, click on its name. To navigate back to the root level, you can use the navigation bar above the screen title.

Admin menu :: Categories :: Books

### Manage categories



Category name: **Books**  
Description: **My Description of the category**  
Availability: **Enabled**  
Membership access: **All memberships**  
Parent category: **[Root Level]**

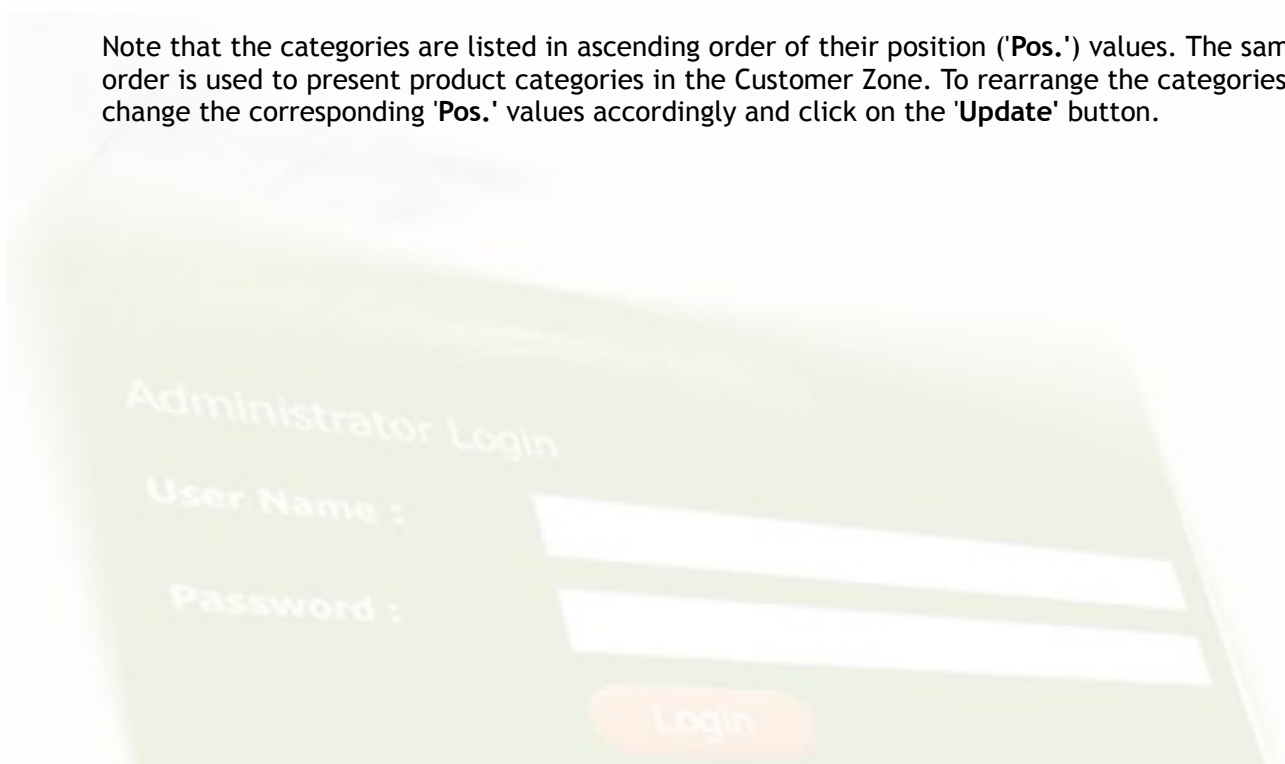
#### Subcategories

Pos.	Category Name	
<input type="text" value="10"/>	<input type="button" value="Modify"/> <a href="#">Internet</a>	<input type="button" value="Delete"/>
<input type="text" value="20"/>	<input type="button" value="Modify"/> <a href="#">Software</a>	<input type="button" value="Delete"/>

**Note:** click on category name to access/add subcategories.

### Category details

Note that the categories are listed in ascending order of their position ('Pos.') values. The same order is used to present product categories in the Customer Zone. To rearrange the categories, change the corresponding 'Pos.' values accordingly and click on the 'Update' button.



## Modifying a Category

To make changes to the category details, locate the category in the catalog tree and click on the corresponding 'Modify' button. The complete list of parameters will appear with mandatory fields marked with a red asterisk.

Admin menu :: Categories :: Books

Modify category    Extra fields

**Note:** Use navigation bar above this dialog to navigate through the catalog categories.


---

**Category name \***

**Parent category \***

**Membership \***

**Availability \***



**Icon**

Upload to file system

**Category page title**

**Description**

**Meta keywords**

**Meta description**

**Pos.**

Editing category details

Password :

Login

The following category details can be edited:

- **Category name** - the name by which the category is identified in the catalog.
- **Parent category** - the name of the category to which this category belongs. Change the value of this field if you want to move the category to another location within the category tree. The list of existing categories is provided in a drop-down menu. To move the category to the root level, choose '[ Root level ]' in this field.
- **Membership** - this option makes it possible to select a membership group to which the category will be visible. You can select any available membership level using the drop-down menu. Selecting 'All memberships' makes the category visible to all visitors.
- **Availability** - this option makes it possible to temporarily hide the category from the store catalog by switching it to the 'Disabled' state. It comes handy when you need to perform multiple product updates in the category and you do not want your customers to see the intermediary data. Once you are done updating the category, switch it back to 'Enabled'.
- **Icon** - a graphics file displayed in store catalog along with the name of the category. To remove the file currently being used as an icon for the category, click on the 'Delete' button to the right from the 'Icon' field. To replace it with another graphics file, click on the 'Browse...' button and locate the new file on your computer. The graphics file must be in GIF, PNG or JPG (JPEG) format. By default image files are stored in the database of your online store. To upload the image file to the 'images/' folder instead of placing it into the database, checkmark the 'Upload to file system' option.
- **Category page title** - the title displayed in the header of the customer's browser when he accesses the category page. If left empty, the 'Category name' field is used instead. When your store visitors bookmark your catalog pages, category page titles are saved in their bookmarks as bookmark titles.
- **Description** - the detailed description of the category, which appears in the category page of the store catalog.
- **Meta keywords** - keywords which describe the contents of the category. These keywords are used by search engines to index your store.
- **Meta description** - a phrase describing the category. Along with the 'Meta keywords', this field affects the indexing of your online store by various search engines.
- **Pos.** - the position value of the category.

When you finish making changes to the category details, click on the 'Update' button to save your changes. The updated information becomes instantly available at the Customer Zone.

The 'Extra fields' tab in the category editing page contains the list of global extra fields, pertaining to the category



## Creating a New Category

In order to create a new product category:

1. Click on the 'Add new category' button anywhere within the 'Categories' section of the Administrator Zone. The 'Add new category' form will appear
2. Complete the category details information. The meanings of the parameters are identical to those in the section “**Modifying a Category**”. Make sure that you provide the data in all mandatory fields, which are marked with a red asterisk.
3. Click on the 'Add' button to complete the process.

Once the category is created, you can add sub-categories and individual products to it. If the availability of the category is set to 'Enabled', the category immediately becomes visible in the Customer Zone.

Admin menu :: Categories :: Books

Add new category

Mandatory fields are marked with an asterisk (\*).

**Note:** Use navigation bar above this dialog to navigate through the catalog categories.

---

**Category name** \*

**Parent category** \*

**Membership** \*

**Availability** \*

**Icon**

Upload to file system

**Category page title**

**Description**

**Meta keywords**

**Meta description**

**Pos.**

Adding a new category screen

Login

## Deleting Categories

Deleting a category removes the category definition and all of its contents, including products and subcategories, from the store database. In order to delete a category:

1. Make sure that the category does not contain subcategories or valuable product data (see the section “Locating Products” of this manual for details on how to find out if there are any products listed under the category).
2. Navigate through the store catalog tree to the parent category of the category to be deleted. If you want to delete a root level category, simply click on the 'Categories' link in the 'Catalog' menu to see the list of all root level categories.
3. Click on the 'Delete' button to the right from the category name. A warning screen will come up, informing you that the operation is irreversible and proceeding with the category deletion would also remove any products that are listed under that category.
4. Click on the 'Yes' button to confirm the deletion, or click on 'No' to return back to the parent directory listing.

You can also choose to **delete all subcategories at once** without deleting the parent category. To do so:

- Select the parent category.
- Click on the 'Delete all' button underneath the list of subcategories. A warning screen will come up, informing you that the operation is irreversible and proceeding with the operation would remove all the data from the specified subcategories.
- Click on the 'Yes' button to confirm the deletion, or click on 'No' to cancel it.

### Confirmation

All products under the following category will be removed:

**Historic books**

**Warning: this operation can not be reverted!**

Are you sure you want to continue?

Administrator Login

User Name :

Password :

Login

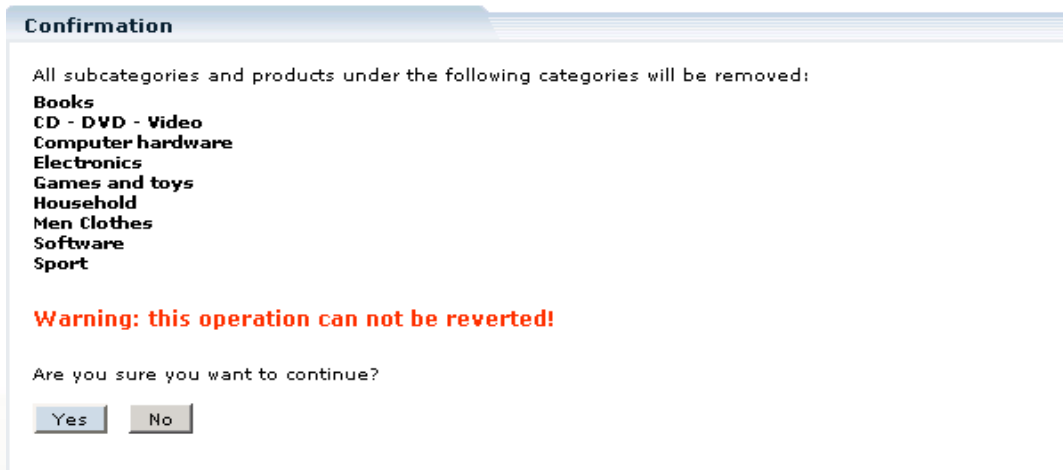
## Erasing Product Catalog

It is possible to erase all catalog information with a single operation. Please be informed that **this operation is irreversible**. Make sure that you really want to delete all the catalog data before you proceed.

In order to completely remove the catalog data, including the category structure of the catalog and all the products:

1. Switch to the '**Categories**' section of the '**Catalog**' menu. The screen with a list of root level categories will come up.
2. In that screen click on the '**Delete all**' button. A warning screen will come up, informing you that the operation is irreversible and proceeding with the operation would remove all the data from all root level categories.
3. Click on the '**Yes**' button to confirm the deletion, or click on '**No**' to cancel it.

Admin menu :: Categories



**Confirmation**

All subcategories and products under the following categories will be removed:

- Books**
- CD - DVD - Video**
- Computer hardware**
- Electronics**
- Games and toys**
- Household**
- Men Clothes**
- Software**
- Sport**

**Warning: this operation can not be reverted!**


Are you sure you want to continue?

Confirming catalog deletion

## Locating Products

The '**Products**' section of the '**Catalog**' menu contains the '**Search product**' form which can be used to locate individual products in the store database.

Admin menu :: Products



**Search product**

**Product SKU**

**Product Title**

**In category \***

**Search in subcategories**

**Note:** You can also [add a new product](#).

Product search form

Login

To find a product, specify your search criteria in the fields of the search form and click on the 'Search' button. The following search parameters are available:

- **Product SKU** - specify a complete or partial SKU (Stock Keeping Unit ID typically used to identify the product in the store catalog) of the product in this field. If you know the exact SKU, you do not need to specify any additional search parameters to locate the product, since products' SKUs are unique in the database.
- **Product title** - type the complete product name or a part of it.
- **In category** - use this drop-down list to select a category where the product search should be performed. Select 'All' to search through all product categories.
- **Search in subcategories** - place a checkmark here, if you would like to search through all subcategories under the selected category. If you have chosen to search through all product categories, this option doesn't make difference.

After you have clicked on the 'Search' button, search results are displayed in the form of a detailed list of products that match your search criteria. The list contains product names, SKUs, prices, categories to which they belong and position values within those categories.

Admin menu :: Products

**Search product**

**Product SKU**

**Product Title**

**In category \***

**Search in subcategories**

**Note:** You can also [add a new product](#).

2 products found.

**Search results**

<input type="checkbox"/>	SKU	Product Name	Category	Pos.	Price
<input type="checkbox"/>		<a href="#">Adobe Photoshop 5.5 Classroom</a>	Books/Software	<input type="text" value="0"/>	<input type="text" value="45.95"/>
<input type="checkbox"/>		<a href="#">Photoshop 6 Down and Dirty Tricks</a>	Books/Software	<input type="text" value="0"/>	<input type="text" value="59.99"/>

### Sample product search results

Clicking on a product name takes you to the product details page ('Product info'), where you can edit product parameters. Additionally, you can perform a number of operations on the list of products:

- update product ordering and price information,
- select and clone selected products,
- delete selected products.

## Updating Product List

After you have performed product search, a list of products matching your search criteria is displayed. You can update product ordering and price information right in the search results screen without having to access individual product details pages. To make changes simply type the new values in the corresponding fields and click on the 'Update' button. The changes are immediately available in the Customer Zone.

Example: We want to reduce the price of two most expensive books in the 'Books/Internet' category and sort the books in the category listing by price. Figures below demonstrate how to complete this task.

Admin menu :: Products

### Search product

Product SKU

Product Title

In category \*

Search in subcategories

**Note:** You can also [add a new product](#).

6 products found.

### Search results

<input type="checkbox"/>	SKU	Product Name	Category	Pos.	Price
<input type="checkbox"/>		<a href="#">Designing Web Usability</a>	Books/Internet	<input type="text" value="0"/>	<input type="text" value="27.50"/>
<input type="checkbox"/>	BOOK0089	<a href="#">Dreamweaver 3 Bible : Gold Edition</a>	Books/Internet	<input type="text" value="0"/>	<input type="text" value="59.99"/>
<input type="checkbox"/>		<a href="#">HTML 4 for the World Wide Web</a>	Books/Internet	<input type="text" value="0"/>	<input type="text" value="19.99"/>
<input type="checkbox"/>		<a href="#">Javascript (Definitive Guide)</a>	Books/Internet	<input type="text" value="0"/>	<input type="text" value="39.50"/>
<input type="checkbox"/>		<a href="#">New Masters of Flash</a>	Books/Internet	<input type="text" value="0"/>	<input type="text" value="59.99"/>
<input type="checkbox"/>		<a href="#">Professional Java Server Programming</a>	Books/Internet	<input type="text" value="0"/>	<input type="text" value="47.99"/>

Selecting the books that belong to the 'Books/Internet' category

Password :

Login

Search results

<input type="checkbox"/>	SKU	Product Name	Category	Pos.	Price
<input type="checkbox"/>		<u>Designing Web Usability</u>	Books/Internet	20	27.50
<input type="checkbox"/>	BOOK0089	<u>Dreamweaver 3 Bible : Gold Edition</u>	Books/Internet	50	49.99
<input type="checkbox"/>		<u>HTML 4 for the World Wide Web</u>	Books/Internet	10	19.99
<input type="checkbox"/>		<u>Javascript (Definitive Guide)</u>	Books/Internet	30	39.50
<input type="checkbox"/>		<u>New Masters of Flash</u>	Books/Internet	60	54.99
<input type="checkbox"/>		<u>Professional Java Server Programming</u>	Books/Internet	40	47.99

Clone selected    Delete selected    Update

Setting lower prices for two most expensive books and adjusting position values of books according to their prices

Search results

>> Product information has been updated successfully. <<

<input type="checkbox"/>	SKU	Product Name	Category	Pos.	Price
<input type="checkbox"/>		<u>HTML 4 for the World Wide Web</u>	Books/Internet	10	19.99
<input type="checkbox"/>		<u>Designing Web Usability</u>	Books/Internet	20	27.50
<input type="checkbox"/>		<u>Javascript (Definitive Guide)</u>	Books/Internet	30	39.50
<input type="checkbox"/>		<u>Professional Java Server Programming</u>	Books/Internet	40	47.99
<input type="checkbox"/>	BOOK0089	<u>Dreamweaver 3 Bible : Gold Edition</u>	Books/Internet	50	49.99
<input type="checkbox"/>		<u>New Masters of Flash</u>	Books/Internet	60	54.99

Clone selected    Delete selected    Update

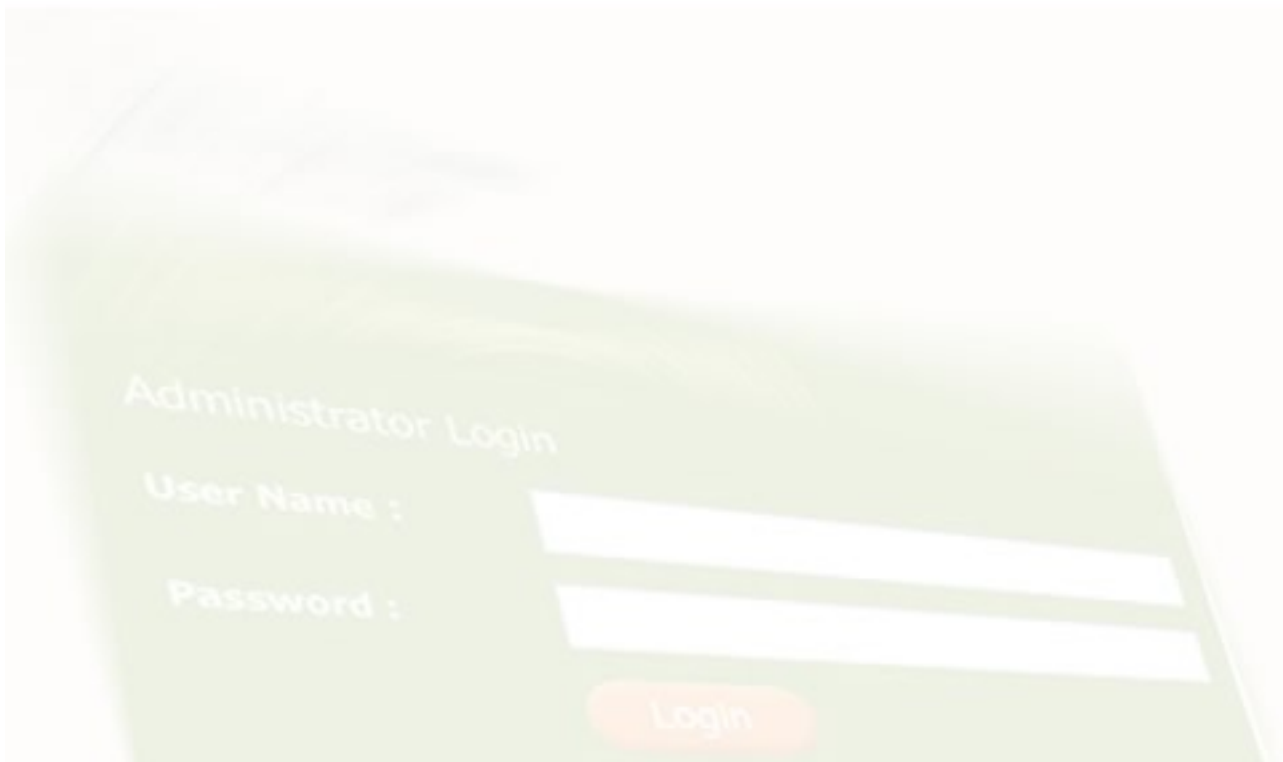
Updated list of books is rearranged in ascending order of their position values

## Modifying Product Details

To review and update the details of any particular product, locate the product in the store database using the product search mechanism, and in the search results page click on the name of the product to switch to the 'Product info' page

The following product details can be edited:

- **SKU** - product ID number used to identify the product in the store catalog.
- **Product name** - the name by which the product is listed in the catalog.
- **Category** - the name of the category to which this product belongs. Change the value of this field if you want to move the product to another category. The list of existing categories is provided in a drop-down menu.
  - **Price** - the price of one item of the product.
  - **Market price** - this price represents an average price of the product on the market. Market price is a promotion price that may be displayed in the Customer zone next to the actual price of the product.
  - **Tax class** - tax classes can be assigned to products which are subject to special tax regulations. Assigning the appropriate tax class makes it possible to automatically calculate correct tax amounts when a customer adds a product to the shopping cart, provided that taxation rule exists for that class (see the section [\[Managing Taxes | "Managing Taxes"\]](#) for full details on defining tax classes and configuring tax schemes). If the product is not subject to any specific taxes, choose option 'None'.



Product info    Extra fields    HTML links

Mandatory fields are marked with an asterisk (\*).

**SKU**

**Product Name** \*

**Category** \*

**Price** \*

**Market price**


**Tax class**  
*You can specify tax classes in Settings/Taxes/add rate/condition dialog*

**Weight (lbs)**

**Free shipping**


**Available for sale** \*

**Thumbnail**  
(in products list)



Upload to file system

**Image**  
(on product details page)



Upload to file system

**Product page title**

**Brief Description**

**Detailed Description**

**Meta keywords**

**Meta description**

**Pos.**

- **Weight** - the weight of the product measured in weight units specified in the '**General settings**' section.
- **Free shipping** - this option specifies whether a product is subject to free shipping.
- **Available for sale** - this option makes it possible to temporarily hide the product from the store catalog by switching it to the 'Disabled' state. Switching it back to 'Enabled' makes it visible again.
  
- **Thumbnail** - a graphics file displayed in the category listing of the catalog along with the name of the product. To remove the file currently being used as a thumbnail for the category, click on the '**Delete**' button to the right from the '**Thumbnail**' field. To replace it with another image file, click on the '**Browse...**' button and locate the new file on your computer. The graphics file must be in GIF, PNG or JPG (JPEG) format. By default image files are stored in the database of your online store. To upload the image file to the 'images/' folder instead of placing it into the database, checkmark the corresponding '**Upload to file system**' option.
  
- **Image** - a graphics file displayed in the product details page of the store catalog. To remove the file currently being used as a product image, click on the '**Delete**' button to the right from the '**Icon**' field. To replace it with another image file, click on the '**Browse...**' button and locate the new file on your computer. The graphics file must be in GIF, PNG or JPG (JPEG) format. To upload the image file to the 'images/' folder instead of placing it into the database, checkmark the corresponding '**Upload to file system**' option.
- **Product page title** - the title displayed in the header of the customer's browser when he accesses the page with the product details. If left empty, the data from the '**Product name**' field is used instead. When your store visitors bookmark product pages from your catalog, product page titles are saved in their bookmarks.
- **Brief description** - a short description of the product used in category listings.
- **Detailed description** - a detailed description of the product, which appears in the product details page of the store catalog.
- **Meta keywords** - keywords which describe the product. These keywords are used by search engines when indexing your store and are not visible to your store visitors.
- **Meta description** - a phrase describing the product. Along with the '**Meta keywords**', this field does not appear visually on your site, but affects the indexing of your online store by various search engines.
- **Pos.** - a numeric value which defines the position of the product within the category listing.

When you finish making changes to product details, click on the '**Update**' button to save your changes. The updated information becomes instantly available at the Customer Zone.

Administrator Login

User Name :

Password :

Login

## Adding a New Product

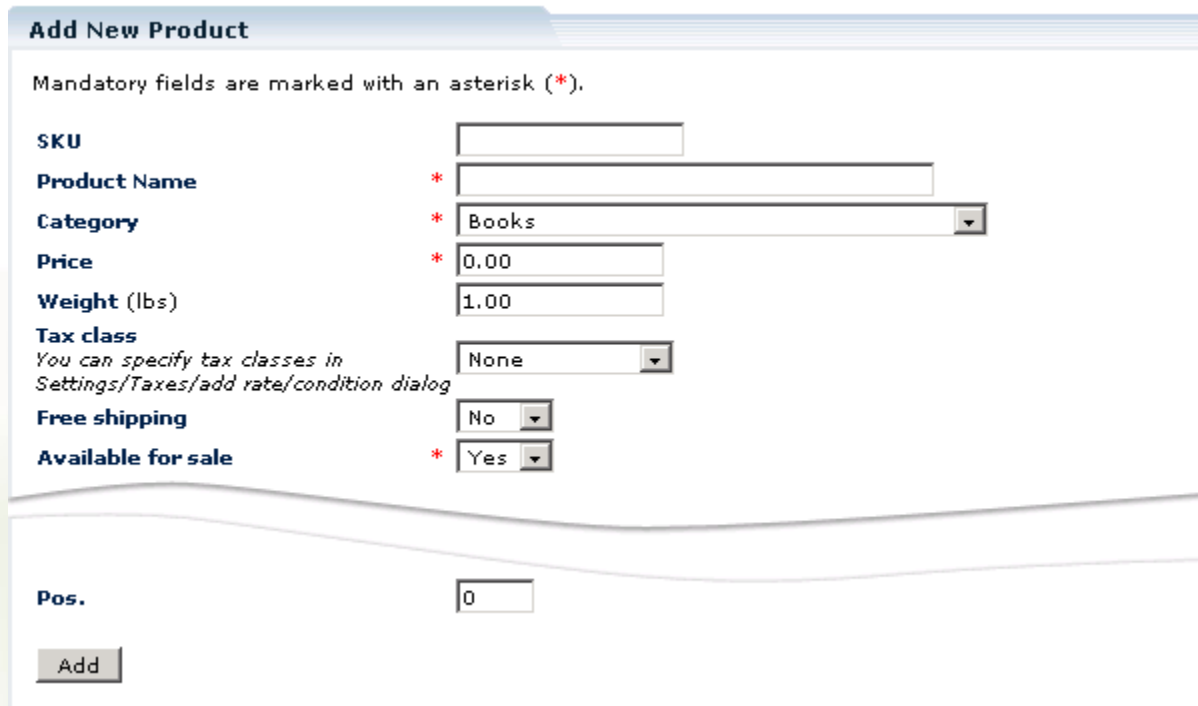
you can add new products to your store catalog using one of the methods outlined below:

- **By adding product details manually** - this method is the most straight-forward, but also the slowest. It is described in this section.
- **By cloning one of the existing products** and changing the details of the cloned product - this method is recommended when adding multiple similar products. To find out more about it, see the section "Cloning a Product".
- **By importing a set of products from a CSV file** - this method allows to add multiple products all at the same time by importing them from a CSV file. The CSV file with product information can be prepared using MS Excel or other software that can export data into a CSV formatted file. To find out more about it, see the sections "Importing Products" and "Import/Export Procedures and CSV File Format".

To manually add a new product to the store catalog

1. Click on the 'Add product' link in the 'Catalog' menu. The 'Add new product' screen will appear.

Admin menu :: Add new product



**Add New Product**

Mandatory fields are marked with an asterisk (\*).

<b>SKU</b>		<input type="text"/>
<b>Product Name</b>	*	<input type="text"/>
<b>Category</b>	*	<input type="text" value="Books"/>
<b>Price</b>	*	<input type="text" value="0.00"/>
<b>Weight (lbs)</b>		<input type="text" value="1.00"/>
<b>Tax class</b>		<input type="text" value="None"/>
<small>You can specify tax classes in Settings/Taxes/add rate/condition dialog</small>		
<b>Free shipping</b>		<input type="text" value="No"/>
<b>Available for sale</b>	*	<input type="text" value="Yes"/>

**Pos.**

A form for adding new products

2. Complete the product details information. The meanings of the parameters are identical to those in the Modifying Product Details section. Make sure that you provide the data in all mandatory fields, which are marked with a red asterisk.
3. Click on the 'Add' button to complete the process. You will see the notification screen, informing you that the product has been added and offering you to edit the product details or add another product.

Admin menu :: Add new product

**Notification**

Product "**Compilers: Principles, Techniques and Tools**" (#16139) has been added to the catalog and is available for sale now..

- ▶ Modify product "Compilers: Principles, Techniques and Tools" [#16139] details
- ▶ Add another product

### 'Product added' notification

After you have added a product to the store catalog, it immediately becomes available at the Customer Zone, provided that you have set the '**Available for sale**' parameter to 'Yes'.

## Deleting a Product

In order to delete a product from the store catalog:

- locate the product in the database using the product search mechanism,
- in the search results page place a checkmark to the left from the product name (you can delete several products simultaneously by placing checkmarks in the corresponding fields), and
- click on the '**Delete selected**' button.

No confirmation is required for product deletion.



**Please Note:** If you do not want to remove the product details from the store database, in the search results click on the product name to switch to the 'Product info' page and set the 'Available for sale' parameter to 'No'. This will hide the product from your store's catalog pages, but will not remove the product details.

## Cloning a Product

In order to create a copy of a product in the store catalog, locate the product in the database using the product search mechanism, and use one of the two methods:

1. In the search results page place a checkmark to the left from the product name and click on the '**Clone selected**' button. Once the product is cloned, you get redirected back to the search results page which now contains the clone of the original product as well. Using this method you can clone multiple products simultaneously by placing several checkmarks in the corresponding fields.
2. Click on the name of the product in the search results screen, and then in the '**Product info**' screen click on the '**Clone**' button. Once the product is cloned, you get redirected to the screen, which contains the details of the cloned product.

Duplicate products are created in the same categories as the original ones and have all the parameters identical to the original products, except for the product names, which have the marker '(CLONE)' added to them.

Admin menu :: Products

### Search product

**Product SKU**

**Product Title**

**In category \***

**Search in subcategories**

**Note:** You can also [add a new product](#).

7 products found.

### Search results

<input type="checkbox"/>	SKU	Product Name	Category	Pos.	Price
<input type="checkbox"/>		<a href="#">HTML 4 for the World Wide Web</a>	Books/Internet	<input type="text" value="10"/>	<input type="text" value="19.99"/>
<input type="checkbox"/>		<a href="#">HTML 4 for the World Wide Web (CLONE)</a>	Books/Internet	<input type="text" value="10"/>	<input type="text" value="19.99"/>
<input type="checkbox"/>		<a href="#">Designing Web Usability</a>	Books/Internet	<input type="text" value="20"/>	<input type="text" value="27.50"/>
<input type="checkbox"/>		<a href="#">Javascript (Definitive Guide)</a>	Books/Internet	<input type="text" value="30"/>	<input type="text" value="39.50"/>
<input type="checkbox"/>		<a href="#">Professional Java Server Programming</a>	Books/Internet	<input type="text" value="40"/>	<input type="text" value="47.99"/>
<input type="checkbox"/>	BOOK0089	<a href="#">Dreamweaver 3 Bible : Gold Edition</a>	Books/Internet	<input type="text" value="50"/>	<input type="text" value="49.99"/>
<input type="checkbox"/>		<a href="#">New Masters of Flash</a>	Books/Internet	<input type="text" value="60"/>	<input type="text" value="54.99"/>

Search results with one of the products cloned

Administrator Login

User Name :

Password :

Login